

HUMAN SERVICES MANAGER

PURPOSE AND NATURE OF WORK

This is very responsible administrative and supervisory work involved with directing human services programs. The position is responsible for overseeing the activities of the Neighborhood Counseling, Neighborhood Pride and Senior Center programs. Direction is exercised over program leaders through meetings and progress reports, and the position reports to the Director of Community Development.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Directs the various human service programs through subordinate supervisors. Prepares program budgets and approves expenditures. Reviews program reports and makes changes in policies or programs as necessary. Receives requests for human service assistance, reviews request, and instructs appropriate program coordinator to handle the request or refers the client to the appropriate outside agency or organization. Reviews community services with community service organizations in light of the needs of the community. Serves on various human service boards, councils and advisory committees. Reviews and interprets new legislation on human service programs. Reviews alternative funding source offerings for human services programs. Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

Considerable knowledge of the administration of human services programs.
Knowledge of the housing and Community Development Block Grant programs.
Knowledge of various community services.
Ability to plan, organize and direct the activities of a large group of employees.
Ability to establish and maintain effective working relationships with other employees, public officials, volunteers and other community service program personnel.
Ability to communicate effectively, both orally and in writing, to groups and to individuals.

DESIRABLE TRAINING AND EXPERIENCE

Bachelor's degree in sociology, business administration, public administration or related field, and considerable experience in directing a large community service program; or any equivalent combination of training and experience.